Managing Absence Requests

As a manager, you are responsible for reviewing and approving absence requests for your direct reports. You can also enter and edit absences for your direct reports as well as view their absence balances and absence history.

An absence process runs at the end of each pay period subtracting time off taken from the employee’s absence balance and adding earned time* to the balance.

*Reference the Paid Time Off Calculation Section for timing details when specific absence balances are updated.

Entries and edits to be processed in the current pay period can be made until the deadline for the pay period. The pay period processing dates (semi-monthly and bi-weekly) are listed in the PAC Absence Processing Schedule Job Aids, respectively.

Absence data can be retroactively entered for a period up to 180 days prior from the last absence processing finalization. If your department uses the Quarterly Closeout Process, absences can only be entered retroactively through the current quarter.

How to Access Absence Requests

**Email notification.** When an employee submits an absence request, an email is sent to the manager. Click the link in the email and you will be prompted to log in with your UNI and Password and will then land directly on the request.

**Time and Absence WorkCenter:** a direct link to the WorkCenter is on myColumbia. The WorkCenter is a ‘one stop shop’ location that consolidates time and absence data providing managers a dashboard from which activities can be completed.

**Log in to PAC Time and Absence**

- Open your browser and navigate to my.columbia.edu
- Click “Log In Now”
- Enter your UNI and Password
- Click “Login.” You are on the Faculty and Staff page
- Click the “Time and Absence WorkCenter” link in the PAC Time and Absence section

When you arrive on the WorkCenter, you will first land on the Monthly Absence Calendar where you can easily identify approved and pending absences for your employees.

Reference the WorkCenter section for more information on navigation and actions.

**PAC Navigation.** Once you are logged in to PAC, you can navigate to any of the time and absence pages using the menu.

Absence requests are located here: Manager Self Service > Time Management > Approve Time and Exceptions > Absence Requests.

**Tip!** It is recommended to review the Entering Absences job aid. This will provide you with a reference on how employees enter and edit absence requests.
The Manager WorkCenter

The WorkCenter serves as a dashboard providing a centralized location from which you can access and process time and absence activities. Tabs across the top provide access to the Monthly Absence Calendar, Pending Approvals and Manage My Team. Once a tab is selected, sub-tabs appear for more detailed transactions and views.

To access the WorkCenter, click the “Time and Absence WorkCenter” link on the Faculty and Staff page in myColumbia or if already logged in to PAC, navigate to, Main Menu > Manager Self Service > Time Management > Time & Absence WorkCenter.

Absence requests, where you can approve submitted timesheets appear in the My Pending Approvals > Absence Requests tab. You can also view approved or denied absence requests by selecting that status from the drop down.

You can submit absences on behalf of your employees appears in the Manage My Team > Absence Requests tab. You can also view employee’s absence request history and their absence balance. See upcoming sections for more information.

On the left hand side of the page are links to Reports and viewing Exceptions.

Reference “The Manager WorkCenter” job aid for detailed information on how use its features and “Time and Absence Reports” for more information on how to generate reports.
 Monthly Absence Calendar

The monthly calendar provides an at-a-glance view of your team absences from a single page view as well as a convenient way to approve pending absences.

The calendar defaults to the current month but can be changed by selecting a different month/year at the top of the page.

There are three icons on the calendar that allow you to easily identify:

1. **Holiday** – University holidays noted with a suitcase
2. **Approved Absences** – noted with a green star. Click the green star and a pop-up box appears showing the employees who have an approved absence for that day. This is view only and no actions can be taken
3. **Pending Absences** - noted with a red star. Click the red star and a pop-up box appears showing the number of employees who requested absences for that day.

To Review a Pending Absence: Click the red star and a pop-up box appears showing employees who requested absences for that day. Click the Go to Approve Absence Requests link in the pop-up window and you will be taken directly to the Approve Absence Request page, where you can see the complete list of all pending requests to review the request.

Pending absences will only include absences in Submitted status

   ➢ To return to the monthly calendar, click the Return button or click the “X” at the top right of the pop-up page

Pending Absences and Delegation

If you are a proxy for another manager - You will only see pending requests from your direct reports on the calendar. If another manager delegated their time and absence responsibilities to you, you will not see their direct reports on the calendar. If you are acting as a proxy, once you click the link in the pop-up window, you will be asked to make a selection for processing your own transactions or those who were delegated to you.

If you delegate to another manager - You will not see any pending requests from your direct reports during the period of delegation as they are in your proxy’s queue. However, once the proxy approves the request, you will see the approved absence on your monthly calendar.
**Approve Absence Requests**

Absences must be approved by the absence processing deadline for the pay period to be reflected in the employee’s history and balance at the end of the pay period.

Click on the Employee’s Name link to access each individual request. After accessing an absence request, the details appear on the page.

1. Review the request comparing the amount of time requested to the available balance. *See Reviewing Absence Balances section*
2. Review any Comments the employee entered. You can also enter a comment in the field if needed
3. To approve the request, click “Approve” and then “Yes” to confirm the submission and then “Ok” to the confirmation message. The request no longer appears in the ‘Pending’ view of the Approving Absence Requests page

If any vacation or personal time only will be in the negative, it will display in a red color alerting you that the employee does not have sufficient time available to use for the request.

**Important!** When approving absence requests, it is important to review the request along with the balance information displayed in the details of the request before approving to ensure the employee has enough time available for the request. If more time is submitted for an absence than is available or if it requires a change, push it back to the employee asking them to correct it.

**Reviewing Absence Balances**

When reviewing an absence, balance information for three (3) points in time displays directly on that page:

- **Current Balance as of [DATE]:** this is the balance for vacation/personal/sick/NYC sick time as of the last date the absence process finalized
- **Balance Through this Request:** the projected balance through the current request - vacation/personal only
- **Balance at 06/30/ [YEAR]:** the projected balance at the end of the current fiscal year - vacation/personal only

See the Viewing Staff Absence Balances and History section for more information.

**Absence Requests and Unavailable Time**

Absence requests greater than the available balance through this request should not be submitted.

- For Time Reporters, if an absence is requested for more time off than is available, push this back for correction (to align the request to available time). If the request is approved, an exception will generate notifying you and that it needs to be resolved. If an absence without pay adjustment is required, see the Subtracting Pay and Managing Exceptions sections of the Managing Timesheets job aid for more information
- For Officers, a negative balance will be viewable on the Negative Balance report

**Push Back or Deny Absence Requests**

If after reviewing the absence request it needs to be modified, you can send it back to the employee to edit.

1. Enter a comment into the “Approver Comments” field
2. Click “Push Back” then “Yes” and “Ok” to the confirmation messages. The request is now in the employee’s request queue for editing
3. Click “Deny” to deny the request

**Caution!** If an absence request is denied, a same type absence event for the same or overlapping date(s) cannot be entered until the Absence Process runs at the end of the pay period. A different absence type can be submitted for the same or overlapping dates.

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A **Push Back** is the return of a time entry item to the employee requesting an update to the entry or there is a question on the entry.

A **Deny** is the disallowance of the time entry item. The item is returned to the employee to delete and re-enter as needed.
Viewing Absence Balances for your Team

To review your direct reports absence time available for Vacation, Personal, Sick and NYC Sick; navigate to WorkCenter tab: Manage My Team > Absence Balances tab.

The PAC menu navigation is: Manager Self-Service > Time Management > View Time > Absence Balances.

Tip! When navigating the ‘View’ and ‘Report Time’ pages within Manager Self-Service, you are viewing time for your staff. When navigating within the Self-Service pages, you are viewing your own absence information.

Absence Balances for your Team

1. Click ‘Select’ next to the Employee Name.
2. The As Of field defaults to the current date. To see direct reports as of a different date, enter the date in the field or select the date using the Calendar button and then press the Refresh Employees” button.

Important! The ‘As Of’ date on this page reflects the employees who reported to you as of that date and not the absence balances as of that date.

This view displays absence balances are as of the last processing date, and do not include time reported since that date. To see unprocessed time for an employee, go to the Absence Request History page and locate items that do not have a “Processed” status.

Employees are entitled to use, in a given pay period, the paid time off available at the beginning of that period. Balances update after the processing date for each pay period by subtracting time taken and adding in any time earned.

Personal time taken will be subtracted before time earned is added.

The “Entitlement Name” column displays the absence. If “0” or “negative” balance exists, it will not appear on this page but are displayed when reviewing the Absence Request.

The “Balance as of” column is the date of the last absence process finalization and the date the balance is as of.
**Viewing Absence Balances in a Request**

When entering an absence, balance information for three (3) points in time displays directly on that page:

- **Current Balance as of [DATE]:** this is the balance for vacation/personal/sick/NYC sick time as of the last date the absence process finalized
- **Balance Through this Request:** the projected balance through the current request - vacation/personal only
- **Balance at 06/30/ [YEAR]:** the projected balance at the end of the current fiscal year - vacation/personal only

If any **vacation or personal time only** will be in the negative, it will display in a red color alerting you that you do not have sufficient time available to use for the request.
Viewing Absence History for Staff

To review a direct report’s Absence Request History, navigate to Manager Self Service > Time Management > View Time > Absence Request History

1. The As Of field defaults to the current date. To see direct reports as of a different date, enter the date in the field or select the date using the Calendar button and then press the “Refresh Employees” button
2. Check the ‘select’ box next to the employee’s name and click Continue. This page shows the absence request history including the status and how the request was made. Here you can see all absence requests for a given period of time
3. The history page defaults to a date range of four (4) months in the past to three (3) months in the future. You can enter a different date range in the “from / through” fields, then click refresh

Modifying Submitted Absence Requests

If an absence requires modification, do not approve it. Push it back to the employee specifying in the comment the reason the adjustment is needed. The employee can then update the request and resubmit it for approval.

If the edit box is greyed out, that indicates that the absence processed and it cannot be accessed or edited. The process date also appears.

Note: Cancelled absences can still be approved. Be sure to review employee’s absences prior to the deadline each pay period to ensure absences taken are accurately recorded. Contact your DTA to request cancelled absences be removed from the employee’s history.

Cancelling Absence Requests

To cancel an absence submitted by one of your direct reports (whether still pending or approved).

1. Click the EDIT button to the right of the entry
2. Click the “Cancel” box on the bottom of the page and then click ‘Yes’ to confirm and then ‘OK’ to return to the Request Details page. You will see that the status for the request is now “Cancelled”

Once an approved absence is processed, the Edit button will no longer be active. To change an-approved and processed absence, speak with your Department Time Administrator.

Edit a Processed Absence Entry

To edit an absence that was processed but the time off was not taken; contact your Departmental Time Administrator.

Once the absence is adjusted, the history page will reflect the updated event entry and any balance adjustment will be viewable after the next absence process runs.

If the total event was voided, the absence item in the history displays a status = Void and Requested By = Administrator Absence Event.

If the event was modified and not voided, the adjusted entry information will overwrite the original request and be viewable in the history. The status = Approved and Requested By = Administrator Absence Event.

Reference the Entering Absence Requests job aid for steps on how to enter an absence request.

Managers are responsible for approving or denying absences submitted by their employees. Absences are approved in the system after the “Approve” button is clicked.

Refer to the Absence Request History page for employee absences submitted and approved by you. The approved absence may have a comment indicating the administrative reason for the approval. Only edit approved absences if there is an administrative reason for the modification.

If you are editing an approved attendance entry, you have the option to cancel the entry or change the employee’s absence status. Please use the Absence Request History page to cancel an approved absence. If you are reviewing an approved absence, you can edit the employee’s absence status. If the absence was approved in the system, you may edit the employee’s absence status. If the absence was approved by the DTA, you may edit the employee’s absence status.

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Managing Absence Requests

Process Multiple Absence Requests

You can process multiple absence requests, either from one employee or multiple employees in one action, from the Multiple Absence Requests page in the Approve Time and Exceptions folder.

Click the employee’s name link to view each request details.

After reviewing, check the ‘select’ box next to each entry for the action to perform and then click the appropriate action on the bottom of the page and all selected items will be processed with the same action (e.g. approve).
## Paid Time Off Calculations

Paid time off is earned based on the type of employee, full-time/part-time status, and length of service.

Please refer to the Time Off Work policies in the Administrative Policy Library and the Collective Bargaining Agreements.

<table>
<thead>
<tr>
<th>Paid Time Off</th>
<th>Officers</th>
<th>Support Staff</th>
<th>Casuals and Variable Hour Officers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vacation</strong></td>
<td>Credited at the end of each calendar month, based on completed month of service and total length of service</td>
<td>Credited at the end of each calendar month, based on applicable Collective Bargaining Agreement (Union) or policy (NUSS)</td>
<td>Not Eligible</td>
</tr>
<tr>
<td><strong>Personal Day</strong></td>
<td>Credited at the end of each semi-monthly pay period, based on the employee’s benefits service date</td>
<td>Credited at the end of each bi-weekly pay period, based on the employee’s union service date (Union) or benefits service date (NUSS)</td>
<td>Not Eligible</td>
</tr>
<tr>
<td><strong>Sick</strong></td>
<td>See Salary Continuation policy</td>
<td>During first year of employment: employees are credited at the end of each pay period, based on applicable Collective Bargaining Agreement (Union) or policy (NUSS) and their service date. Following one year of employment: employees are credited their full entitlement at the end of the pay period following their anniversary date.</td>
<td>Not Eligible</td>
</tr>
<tr>
<td><strong>NYC Sick</strong></td>
<td>40 hours credited at beginning of each fiscal year (7/1/2XXX) or at time of hire, and then at beginning of each fiscal year.</td>
<td>40 hours credited at beginning of each fiscal year (7/1/2XXX) or at time of hire, and then at beginning of each fiscal year.</td>
<td>Credited at end of each bi-weekly pay period based on accrual rate of one hour for every 30 hours worked.</td>
</tr>
</tbody>
</table>